

<b>Notice of References Cited</b>	Application/Control No. 09/577,658	Applicant(s)/Patent Under Reexamination OWEN ET AL.	
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**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	✓ "Upshot Sales Features List", pp.1-2, web.archive.org webpage of Feb 21, 1999,
	V	✓ "Upshot: Use the Coolest Stuff", pp.1-2, web.archive.org webpage of Feb 24, 1999
	W	✓ "Upshot: Be Sales-Focused", pp.1-2, web.archive.org webpage of Feb 24, 1999
	X	✓ PRNewswire, "Upshot® Sales Goes 'Unplugged'", April 12, 1999, pp.1-2,

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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	V	Burt, Bob; "Symantec ACT! 4.0 for Windows 95", PC Update Online!, February 1999, PC Update: The magazine of the Melbourne PC User Group, retrieved from the web at: <a href="http://www.melbpc.org.au/pcupdate/9902/9902article10.htm">http://www.melbpc.org.au/pcupdate/9902/9902article10.htm</a>
	W	Anonymous, "The 1996 Software Guide: Targeting and reaching the right customers more effectively, June 1996, Direct Marketing, Vol. 59, Iss. 2, p. 34, 12 pgs. ProQuest ID 9807739.
	X	Johnson, Amy Helen; "Data warehousing", Dec 6, 1999, Computerworld, Framingham, Vol. 33, Iss. 49, p. 74, 1pgs., ProQuest ID 47013131.

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	V	"SalesLogix Home Page", 1-25-1999 webpage of web.archive.org from salelogix.com, pp.1-2.
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